

STRATEGIC PLAN

2003-2006



South Carolina State Library

SOUTH CAROLINA STATE LIBRARY STRATEGIC PLAN 2003-2006

INTRODUCTION

The South Carolina State Library's strategic plan charts the direction of the agency to the year 2006. In updating the plan, the Management Team, in consultation with key staff from all departments, considered progress to date, envisioned future directions, and carefully outlined action steps to meet an articulated vision. Although it is expected that changing dynamics within the agency, along with continued state budgetary constraints, may necessitate revisions to the plan, the South Carolina State Library remains committed to the basic strategic directions outlined in this plan.

The basic elements of the plan are:

- Mission
- Values
- Vision
- Role Statements
- Strategic Directions

ANNUAL GOALS AND OBJECTIVES PLAN

The State Library develops annual goals and objectives in accordance with the directions articulated in the strategic plan. The Management team, representative of all service areas of the library, identifies goals and outlines objectives and action steps that lead to the attainment of goals.

The completed Strategic Plan is presented annually to the State Library Board for approval.

ANNUAL BUSINESS PLAN

The State Library develops an annual business plan that outlines activities that meet identified goals and objectives. The documented activities are obtainable within the stated planning year. Monthly planning/progress meetings are held.

ANNUAL REPORT OF ACCOMPLISHMENTS

Two reports, the library's annual report and its accountability report, document the agency's progress toward its vision.

The S.C. State Library Board approved this plan on July 16, 2003.
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SOUTH CAROLINA STATE LIBRARY STRATEGIC PLAN 2003-2006

I. MISSION

The South Carolina State Library's mission is to improve library services throughout the state and to ensure all citizens access to libraries and information resources adequate to meet their needs. The State Library supports libraries in meeting the informational, educational, cultural, and recreational needs of the people of South Carolina.

II. VALUES

A. QUALITY

The South Carolina State Library endeavors to provide services of the highest quality.

B. KNOWLEDGE

The South Carolina State Library believes that a well-trained and knowledgeable staff is its greatest asset.

C. FREEDOM OF INFORMATION

The South Carolina State Library believes in the fundamental freedoms inherent in a democratic society and supports the Library Bill of Rights and the Freedom to Read Statement.

D. ACCESS TO INFORMATION

The South Carolina State Library believes that all citizens regardless of their socioeconomic, geographic, cultural or educational status should have access to quality library and information services.

E. EQUITABLE TREATMENT

The South Carolina State Library provides services, programs and materials to its customers in a fair and unbiased manner.

III. VISION

The South Carolina State Library is a major leader in the planning and implementation of effective informational and library services for the people of South Carolina. It is a vital component of the State's information and education infrastructure.

IV. ROLE STATEMENTS

A. STATEWIDE LIBRARY COOPERATION

The South Carolina State Library has a proactive role in developing initiatives and strategies to promote resource sharing and assure that libraries statewide, regardless of type, interact to obtain the maximum benefit from their collections and offer services to meet the needs of the citizens of South Carolina. The library also takes a leadership role in planning for the digitization of South Carolina materials.

B. PUBLIC LIBRARY DEVELOPMENT

The South Carolina State Library has the responsibility to support the development of effective public library services through the provision of consulting services and the administration of federal and state funding in an ethical and equitable manner. The people of South Carolina depend on public libraries as an essential community and education resource. Libraries offer a variety of materials and services for information, enjoyment, and independent learning. Building on a heritage of serving all, regardless of means or ability, public libraries will continue to guarantee South Carolinians access to information needed to meet the challenges of the 21st Century.

C. INFORMATION SERVICE

The South Carolina State Library is an information center providing information and education services to South Carolinians through their local libraries, to state government personnel, and to individuals unable to use conventional print materials due to physical disabilities. It plays a leadership role in eliminating the digital divide in the state to improve information services to people with diverse backgrounds, regardless of their geographical, cultural, educational and socioeconomic differences. Its services support the educational development of the citizens of South Carolina, thereby increasing the quality of life. It administers and continually develops mechanisms, such as DISCUS – South Carolina's Virtual Library, for the delivery of essential information resources. As a unit of state government, the State Library provides information and education services that contribute to a well-informed workforce resulting in a more efficient state government operation.

ROLE STATEMENTS continued

D. COLLECTIONS

The South Carolina State Library is committed to collecting, preserving, organizing, and making accessible materials that are of value to the library community and state government. Its general collection is designed to support the South Carolina public libraries' collections as well as to meet the needs of state government. The State Library also strives to serve the needs of South Carolinians in preserving the state's cultural heritage by collecting materials related to South Carolina and South Carolina state government publications. As more agencies publish their documents in electronic form, the State Library is making a concerted effort to identify, catalog, and preserve these electronic publications. These efforts will ensure citizen access for the future and will preserve the "corporate memory" of state government for future research and accountability needs.

E. SERVICES TO CITIZENS WITH DISABILITIES

Since South Carolina's public libraries are unable to financially support extensive special format collections for citizens with disabilities, the South Carolina State Library considers its provision of information access to these South Carolinians a major priority. It is committed to continuously improve its services and programs in this area. The South Carolina State Library cannot maintain its commitment to the provision of quality information services to all citizens of the state without ensuring adequate information access to citizens unable to utilize standard print and electronic resources.

F. CONTINUING EDUCATION

The South Carolina State Library administers a continuing education program designed to enhance the skills of local library staff and boards. Training sessions are provided for state government employees in effective research skills and use of library services. Research and technical skills are improved through State Library sponsored workshops; through disbursement of federal grants that enable select members of local library staff to attend various nationwide training opportunities; and through cooperative training ventures with other organizations. In developing its continuing education activities, the State Library staff consults with local public library directors through APLA (Association of Public Library Administrators), the University of South Carolina School of Library and Information Science, the South Carolina Library Association, and the South Carolina Association of School Librarians.

ROLE STATEMENTS continued

G. ETHICAL FINANCIAL AND BUSINESS MANAGEMENT

To ensure that citizens receive information services and resources in accordance with statutory guidelines and regulations established by the South Carolina General Assembly, the South Carolina State Library is committed to operating within a structure of ethical financial and business management. The State Library provides support services in the areas of fiscal management, facilities management, procurement and human resource management. Ongoing staff development and training is a priority and key to the delivery of quality services to libraries statewide. The efficient management of these agency resources is vital to all aspects of State Library programs and services and essential to fulfilling the agency's mission.

V. STRATEGIC DIRECTIONS

A. Provide information resources and services to meet the needs of the people of South Carolina

Strategies

- Enhance DISCUS – SC's Virtual Library
- Strengthen the use of WebLion by libraries participating in the SC Network
- Enhance the State Library's bibliographic database and collection
- Provide an extensive and informative web site for use by citizens and libraries
- Promote the services of the Talking Books program
- Provide accessible information delivery mechanisms
- Encourage remote use of the State Library's resources
- Plan, promote and conduct presentations and training programs designed for information needs of state employees

B. Provide statewide programs to support local library services

Strategies

- Assist public libraries and boards to implement local strategic plans for improvement of library service

- Coordinate LSTA federal grants program to public libraries and for support of SCSL statewide coordinated library programs
- Obtain state funding for library programs
- Increase participation in the statewide summer reading program
- Develop an outreach campaign to assist citizens in the selection of books for children
- Encourage strong children's programs in local public libraries
- Coordinate the continuing education program
- Provide training and development for public library trustees
- Encourage alternative methods of delivering continuing education through libraries
- Continue the Gates Training Initiative
- Provide training and consultation services on electronic information and organization of electronic information
- Provide technical support and assistance to public libraries and/or identify sources of technical support for local library operations
- Provide support for the Universal Program (E-Rate)
- Develop an awareness of proper preservation techniques to enhance the longevity of library collections

STRATEGIC DIRECTIONS continued

C. Serve as an advocate for the contribution that libraries make to education in South Carolina

Strategies

- Promote the adoption of policies and legislation increasing citizen access to information
- Actively promote DISCUS through various methods – web page, listserv, collaborative programs with Dept. of Education, ETV, etc., exhibits, presentations, and publications
- Promote services to state government personnel
- Promote Talking Book Services
- Other promotional activities
- Provide consultation to APLA to promote the value and services of South Carolina libraries
- Participate in the South Carolina First Steps Program
- Coordinate the Palmetto Book Alliance (PBA) in partnership with the University of South Carolina-School of Library and Information Science
- Strengthen the State Library Foundation
- Provide assistance to the Friends of South Carolina Libraries

STRATEGIC DIRECTIONS continued

D. Encourage cooperation among libraries of all types

Strategies

- Expand and strengthen interlibrary loan practices in public libraries
- Encourage cooperative procurement of electronic information products by libraries statewide
- Encourage cooperation among the S.C. academic libraries
- Assure that State Library staff serve on state government teams/committees involved with information delivery
- Provide the library community with information and assistance needed to support successful recruitment and retention of the next generation of librarians, especially library directors
- Provide students at the University of South Carolina's School of Library and Information Science (USC-SLIS) with information about the South Carolina State Library and statewide library programs

E. Continuously improve State Library operations and services

Strategies

- Continue staff development program
- Assess external customer satisfaction
- Compile and disseminate statistical data
- Manage agency with limited resources due to budget reductions
- Enhance operations at State Library facilities
- Enhance computer operations

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